

From: customerhelp@ebay.com

To: ehbarak1@gmail.com

CC:

Date: Sun, 9/20/2015 5:03:15 PM

Subject: RE: eBay Mobile 4.0.0 iOS 8.4.1 - US SR# 1-54173200194



eBay sent this message to Barak, Ehud (ehu_us2014).

Your registered name is included to show this message came from eBay. [Learn more](#) about how to tell if an email is really from eBay.

RE: eBay Mobile 4.0.0 iOS 8.4.1 - US SR# 1-54173200194

Hello Ehud,

Good day to you! I hope you are doing fine and thank you for taking the time to contact eBay Customer Service and for being professional in handling this matter. I understand that you want to bid on item but you are receiving an error about your PayPal account. My name is Charlie, allow me to assist you and provide you necessary information on how to proceed to resolve this issue.

Ehud, first of all we would like to acknowledge you for being proactive about this issue to us. A characteristic that we want all our members to have. Through this, we are able to continuously make the site better.

Moving on, I carefully checked the account and indeed your PayPal is linked on eBay. Do not worry to save time and energy the best thing to do is to contact PayPal. Since the problem was on the PayPal's end.

PayPal is the primary financial institution of eBay. Please contact PayPal directly so that they can give you the exact details on how to proceed. Please understand that as much as we wanted to handle this for you, in order to protect and for the security of your financial information, only PayPal agents are authorized.

Please take note that eBay and PayPal were already separated and managed separately. In some cases, certain things can only be done at PayPal.com. PayPal agents are also fully trained to access all the tools on PayPal and would be able to provide the best assistance in this matter. We at eBay can help with general PayPal topics, but for this specific concern PayPal can better assist you because they are the one in charge for your financial information. Even in eBay, PayPal agents have limited access to it as well.

Here is also our PayPal's customer support "e-mail/chat" website.

https://www.paypal.com/us/cgi-bin/helpscr?cmd=_help&t=escalateTab

You can contact them at 1-402-935-2050 (Toll Number) or 1-888-215-5506 and 1-888-221-1161 (Toll Free Numbers) to get in touch with a PayPal representative.

Hours of service:

Monday through Friday: 4:00 am - 10:00 pm Pacific Time

Saturday and Sunday: 6:00 am - 8:00 pm Pacific Time

For more information about contacting our PayPal Support:

<https://www.paypal.com/us/webapps/helpcenter/helphub/article/?solutionId=1262551&m=SRE>

I trust this information help. I thank you for bringing this issue to us. Please know that we truly want to protect all our members, as we know our success depends on you, so we want to provide the necessary information and best option for you at this point that would yield positive results most especially in getting your money back.

Please do not forget to contact PayPal.

Lastly, I'd like to take this opportunity to let you know how much we appreciate your membership. Thank you for your continued patronage and we look forward to more fruitful years of partnership with you!

Thank you for choosing eBay. Your trust and confidence is very important to us.

Sincerely,

Charlie F.

eBay Customer Service

[THREAD ID:1-OVXBORV]

-----Original Message-----

From: ehbarak1@gmail.com

Sent: 9/18/2015 10:07:14 AM

To: "mobilehelp@ebay.com" <mobilehelp@ebay.com>

Subject: eBay Mobile 4.0.0 iOS 8.4.1 - US

Sirs

URGENT.

I try to bid for a slide rule K+E. Some \$60. I'm a verified PayPal customer. Israeli PayPal account.

When I put my bid the Iphone shows an automatic answer:

Error. The buyer does not have a LINKED PayPal account.

What's that? What Ida linked PayPal account?How can I bypass/correct it?

Best

Ehud Barak

Device: iPhone (iPhone7,2)

OS: 8.4.1

App Version: 4.0.0

User ID: ehbarak1@gmail.com

eBay Site: Israel

Sent from my iPhone

eBay Document ID: 26522607009

[Learn More](#) about how to protect yourself from spoof (fake) emails.

This administrative email was sent to ehbarak1@gmail.com from eBay. As outlined in our User Agreement, eBay will periodically send you required emails about site changes, site enhancements, and your transactions. Read our [Privacy Notice](#) and [User Agreement](#) for more details if you have any questions.

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